



Customer Service Guide



FTS2001 Customer Service Procedures

Under the FTS2001 contract, users can call **1-888-FTS-SVC1** with questions about any of the following areas:

- **Customer Assistance** – General questions about administrative and operational procedures as well as MCI WorldCom points of contact;
- **Service Ordering** – Requests for new service or modifications to existing service;
- **Training** – Questions about available training and class schedules;
- **Technical Support** – Questions about how to use functions of an MCI WorldCom service;
- **Trouble Reporting** – Reporting problems with existing services (i.e. static on a phone line, inability to receive phone calls on a toll free number, etc.).
- **Billing Disputes** - Report billing problems, questions, or concerns (i.e. incorrect charges on an invoice, services billed at the incorrect rate, etc.).

Please note the MCI WorldCom ticket/tracking number includes the date the ticket was opened. For example, ticket 2525 dated 12/1 is an accurate ticket number. Ticket 2525 is not a complete ticket/tracking number.



Trouble Reporting

Listed below is the general information customers should be prepared to provide to the trouble management center when reporting **trouble issues**:

1. Name;
2. Phone number;
3. Alternate contact's name and phone number, if appropriate;
4. Agency represented;

Note: *If your agency is part of a larger entity, such as the Patent and Trademark Office and the Department of Commerce, please identify the larger entity. If you are with the military, please identify the branch of the military with which you are affiliated (e.g., Army, Fort Benning) and not just the location. This will help the customer service representative locate your account team if additional information is required.*

5. Service involved

Contract categories include:

- Switched voice service
- Circuit switched data service
- Toll Free service
- 900 service
- Packet switched service
- Internet Protocol service
- Frame Relay service
- Asynchronous Transfer Mode (ATM) service
- Dedicated Transmission services
- Paging services

NOTE: *If you are at a location that is behind a GSA switch, first report the issue to GSA. If GSA determines that the problem is the result of an issue with MCI WorldCom, a GSA representative will open a ticket with MCI WorldCom.*

6. For **Dedicated** Service – MCI WorldCom Circuit ID
Note: A service ID (beginning with a “P” or “N” and followed by 7 digits may also provide the information that is needed to enter the ticket.
7. For **Switched** Service – Provide the card number, dial –one phone number, or toll free number as well as a recent call example (within a 24-hour period).
8. Time and date the call was placed
9. Originating Number
10. Terminating number
11. Description of the problem (e.g., fast busy, text of the recorded message with switch tag)
12. The street address at which the service is provided.

Switched Voice Service

- Does the customer have dial tone?
Note: *If the answer to the question is no, then one-plus dialing issues should be reported to the local service provider.*
- How many lines are affected?
Note: *If long distance phone numbers cannot be made from a specific location, the results of the following 2 tests will be helpful for trouble resolution:*
 1. Dial: **FTS2001 PIC Test** (9-1-700-FTS-2001)
 2. Dial: **“00”** (What long distance company’s operator answers?)

Calling Card Service

- What is the 14-digit calling card number?
- Did the customer dial the access number or use the card’s magnetic strip?
- What access number did the customer dial?
- What was the dialing sequence used by the customer to set up the call?

Frame Relay Service

- What is the access circuit ID?
- What is the DLCI?

ATM Service

- What are the Access Circuit ID and Terminating Circuit ID (if available)?
- What is the VPI/VCI (if known)?
- If this is ATM to Internet, what is the IP address?
- Is the customer able to transmit data?
 - If **yes**:
 - What speed is the customer running at?
 - Does the customer have a high error (PLCP) rate?
 - Is throughput too low or dropping?
- What is CPE status (i.e., CSU/DSU alarm conditions)?
- Is the application experiencing problems?
- When can MCI WorldCom take the circuit down for testing?



Trouble Reporting Process Guide

1. Dial **1-888-FTS-SVC1**
2. Provide customer service representative:
 - Contact name (customer to be updated with status)
 - Contact phone number
 - Agency Name
 - MCI WorldCom service identifier with issue**
 - Circuit ID (from order notifications)
 - POTs number
 - Calling Card number
 - Toll Free number
 - Dedicated Service Circuit ID
 - Note:** If this information is not available to the customer, then a service address can be used.
 - Provide a detailed description of the trouble
 - Call example
 - Times of outage
3. A unique 4-digit trouble ticket number will be provided to the caller. The caller will then be instructed to use this 4-digit number along with the date that the trouble was reported to check status of the trouble ticket.
4. Trouble ticket contact will receive ticket status through resolution.
5. Ticket contact will be advised of resolution, ticket will be closed.



Billing Disputes

Listed below is the general information customers should be prepared to provide to the trouble management center when reporting **billing disputes**:

1. Name
2. Phone number
3. Alternate contact's name and phone number, if appropriate
4. Agency and bureau represented—example Department of Interior, BOR
5. Service involved: Contract categories include:
 - Switched voice service
 - Circuit switched data service
 - Toll Free service
 - 900 service
 - Internet Protocol service
 - Frame Relay service
 - Asynchronous Transfer Mode (ATM) service
 - Dedicated Transmission services
 - Paging services

Note: *If you are at a location that is behind a GSA switch, first report the issue to GSA. If GSA determines that the problem is the result of an issue with MCI WorldCom, a GSA representative will open a ticket with MCI WorldCom.*

6. For **Dedicated** Service – MCI WorldCom Circuit ID

Note: *A service ID (beginning with a "P" or "N" and followed by 7 digits may also provide the information that is needed to enter the ticket.*
7. For **Switched** Service – Provide the card number, dial –one phone number, or toll free number as well as a recent call example (within a 24-hour period).
8. The amount (in dollars and cents) being disputed
9. The reason for the dispute (e.g., the installation charge should have been waived; the service was billed at the wrong monthly rate)
10. The date of the invoice on which the disputed charge appeared



Billing Dispute Procedures Continued

11. The MCI WorldCom Bill ID

Note: *Typically will appear on the invoice as one of the following:*

- *Account number or bill payer ID on a switched voice or data invoice*
- *Bill Payer ID on a toll-free invoice*
- *Customer number on a dedicated transmission services invoice*
- *Account ID on Frame Relay and ATM invoices*

12. Billing type:

- Is the customer **direct billed by MCI WorldCom** or **centrally billed by GSA**?
- Is the service at a GSA consolidated switch location?



FTS2001 Contractual Priority and Repair Time Objectives

Priority Categories and Repair Objectives

Priority Code	Example Criteria	Repair Time Objective
Priority 1 Telecommunications Service Priority (TSP)	Dedicated customer service outage, circuit has high error rate, sync losses, taking hits NS/EP condition Any complete loss of service feature	30 minutes to 4 hour
800 Guardian		30 minutes
-DDN 2		2 hours
-International PL with Data Speed =>56 Kbps		2 hours
-T45		2 hours
-Frame Relay		2 hours
-Hubless DDN		4 hours
-Non – DDN		4 hours
-DRS		4 hours
-ISDN		4 hours
-SW56/64 Kbps		2 hours (Dedicated Access Lines) 4 hours (Feature Group D access)
-Digital Gateway		4 hours
-International Private Line with data speed = 56 Kbps2		4 hours
Priority 2	Chronic problems Dial up data/fax connectivity problems Switch access connectivity problems	8 hours
Priority 3	Single incident, not circuit specific (e.g., static) Other troubles not meeting Priority 1 or 2 guidelines	24 hours
Priority 4	Informational trouble ticket Provide reason for outage Customer only wants data circuit monitored	72 hours



Customer Service/Technical Service Center (TSC) Escalation Information

The Technical Service Center (TSC) manages the trouble resolution process and drives issues on behalf of the customer with MCIW internal support groups (i.e. terminals, databases, etc.). The following organizational chart may be used for escalation purposes:

Level	Title	Name	Phone Number	Pager Number
1 st	Team Lead	Nathan Horvath	1-888-FTS-SVC1 X 5799	N/A
2 nd	Manager	Theresa Huling	919-378-6749	1-888-MCI-2WAY PIN: 1927519
3 rd	Senior Manager	Michelle Pfeiffer	919-378-4113	1-888-MCI-2WAY PIN: 104-3179
4 th	Director	Wally Czmiel	919-378-6563	1-888-MCI-2WAY PIN: 567-0702
5 th	Vice President	Phil Dario	Contact Wally C.	